

ROP Post Renewal Issuance - Applicant survey

Total Responses: 8

Report updated through October 17, 2012

1. Overall, we were satisfied with the Renewable Operating Permit (ROP) renewal process.

10		4 out of 8 responses		50%
9		2 out of 8 responses		25%
8		2 out of 8 responses		25%
7		0 out of 8 responses		0%
6		0 out of 8 responses		0%
5		0 out of 8 responses		0%
4		0 out of 8 responses		0%
3		0 out of 8 responses		0%
2		0 out of 8 responses		0%
1		0 out of 8 responses		0%
0		0 out of 8 responses		0%

Comments (Q#1)

2. The timeline we developed with the Agency was helpful in the ROP renewal process and contributed to the timely renewal of our ROP.

10		6 out of 8 responses		75%
9		0 out of 8 responses		0%
8		1 out of 8 responses		13%
7		0 out of 8 responses		0%
6		0 out of 8 responses		0%
5		1 out of 8 responses		13%
4		0 out of 8 responses		0%
3		0 out of 8 responses		0%
2		0 out of 8 responses		0%
1		0 out of 8 responses		0%
0		0 out of 8 responses		0%

Comments (Q#2)

3. We were satisfied with the working-draft permit received from the Agency.

10		5 out of 8 responses		63%
9		1 out of 8 responses		13%
8		2 out of 8 responses		25%
7		0 out of 8 responses		0%
6		0 out of 8 responses		0%
5		0 out of 8 responses		0%
4		0 out of 8 responses		0%
3		0 out of 8 responses		0%
2		0 out of 8 responses		0%
1		0 out of 8 responses		0%
0		0 out of 8 responses		0%

Comments (Q#3)

4. The working-draft ROP sent to us by the Agency contained only the required number of special conditions.

10		4 out of 8 responses		50%
9		0 out of 8 responses		0%
8		3 out of 8 responses		38%
7		1 out of 8 responses		13%
6		0 out of 8 responses		0%
5		0 out of 8 responses		0%
4		0 out of 8 responses		0%
3		0 out of 8 responses		0%

2		0 out of 8 responses		0%
1		0 out of 8 responses		0%
0		0 out of 8 responses		0%
Comments (Q#4)				
5. Agency staff was helpful in resolving issues, including adequately explaining any of our edits that were rejected.				
10		7 out of 8 responses		88%
9		0 out of 8 responses		0%
8		1 out of 8 responses		13%
7		0 out of 8 responses		0%
6		0 out of 8 responses		0%
5		0 out of 8 responses		0%
4		0 out of 8 responses		0%
3		0 out of 8 responses		0%
2		0 out of 8 responses		0%
1		0 out of 8 responses		0%
0		0 out of 8 responses		0%
Comments (Q#5)				
6. The conditions in the ROP are fair and in line with the regulatory requirements.				
10		6 out of 8 responses		75%
9		1 out of 8 responses		13%
8		1 out of 8 responses		13%
7		0 out of 8 responses		0%
6		0 out of 8 responses		0%
5		0 out of 8 responses		0%
4		0 out of 8 responses		0%
3		0 out of 8 responses		0%
2		0 out of 8 responses		0%
1		0 out of 8 responses		0%
0		0 out of 8 responses		0%
Comments (Q#6)				
7. Agency staff was very knowledgeable about the regulatory requirements.				
10		6 out of 7 responses		86%
9		1 out of 7 responses		14%
8		0 out of 7 responses		0%
7		0 out of 7 responses		0%
6		0 out of 7 responses		0%
5		0 out of 7 responses		0%
4		0 out of 7 responses		0%
3		0 out of 7 responses		0%
2		0 out of 7 responses		0%
1		0 out of 7 responses		0%
0		0 out of 7 responses		0%
Comments (Q#7)				
8. This new ROP adequately addressed our Company's operating flexibility needs.				
10		4 out of 8 responses		50%
9		2 out of 8 responses		25%
8		2 out of 8 responses		25%
7		0 out of 8 responses		0%
6		0 out of 8 responses		0%
5		0 out of 8 responses		0%
4		0 out of 8 responses		0%

3		0 out of 8 responses		0%
2		0 out of 8 responses		0%
1		0 out of 8 responses		0%
0		0 out of 8 responses		0%
Comments (Q#8)				
9. We found the Agency management engagement with the staff to be both timely and effective.				
10		5 out of 8 responses		63%
9		0 out of 8 responses		0%
8		2 out of 8 responses		25%
7		0 out of 8 responses		0%
6		0 out of 8 responses		0%
5		1 out of 8 responses		13%
4		0 out of 8 responses		0%
3		0 out of 8 responses		0%
2		0 out of 8 responses		0%
1		0 out of 8 responses		0%
0		0 out of 8 responses		0%
Comments (Q#9)				
10. We feel we were treated as a valued customer by the Agency throughout the ROP renewal process.				
10		5 out of 8 responses		63%
9		0 out of 8 responses		0%
8		2 out of 8 responses		25%
7		0 out of 8 responses		0%
6		0 out of 8 responses		0%
5		0 out of 8 responses		0%
4		0 out of 8 responses		0%
3		0 out of 8 responses		0%
2		1 out of 8 responses		13%
1		0 out of 8 responses		0%
0		0 out of 8 responses		0%
Comments (Q#10)				
11. District office in which source is located? (optional)				
Kalamazoo				
Kalamazoo				
Kalamazoo				
Grand Rapids				
Kalamazoo				
Grand Rapids				
Grand Rapids				